Public Safety Interoperable Communications Office (PSIC)
Multiple Projects Updates
September 18, 2012

Presented to the
Public Safety Communications Advisory Commission (PSCC)

Key Matters

- PSIC is seeking an interoperable communications subject matter expert with public safety experience. Interested parties should contact Justin.Turner@azdoa.gov.

- 2013 TA Requests: After analysis of OEC and stakeholder feedback and evaluation of which TAs appropriately support planned State of Arizona interoperability initiatives, PSIC, in consultation with AZDOHS, submitted the following FFY2013 TA requests to OEC:

    o Priority 1: OP-MCVS: Mobil Communications Vehicle (MCV) Support; catalog page 37.

    o Priority 2: RCES-SCMP – Regional communications enhancement support-strategic communications migration plan (SCMP).

    o Priority 3: TRG-AUXCOMM: Auxiliary Communications Workshop; catalog page 19.

    o Priority 4: TRG-COMT – All-hazards communication unit technician (COMT) course; catalog page 13.

    o NECP Goal 2 Related: OP-TTX – Communications-Focused Tabletop Exercise; catalog page 43.

  On September 7, 2012 OEC accepted Arizona's request for OP-TTX – Communications-Focused Tabletop Exercise (NECP Goal 2 Request) and notified Arizona that the remaining TA requests were deferred pending a second round of TA acceptance/deferral in early CY2013. The remaining requests will be reconsidered by OEC at that time. For additional information see: ICTAP TECHNICAL ASSISTANCE: 2012 Review; Arizona's 2013 Requests

- Key Upcoming Events

    o Southwest Border Communications Working Group Meeting
    Santa Fe, NM
    October 17, 2012 – 8 AM to 5 PM

    o Yuma County COML Class (ERMA Event # 1002202)
    October 22 - 25, 2012 – 8 AM to 5 PM
    http://www.azpsic.gov/library/coml/training.htm

Governance (SCIP Initiatives #1 - 3)

- FY2013 PSIC Office Plan – Annual review and revisions were completed following updates to the SCIP, which was approved by the PSCC at its public meeting on July 17. The Plan was presented at today's meeting (see presentation for details) and will be posted on the PSIC website.

- CASM & TICPs:

    o The PSIC Office is providing CASM templates and requesting additional data from non-participating agencies (Agencies who did not give us data during the Goal Two process). In addition, we are requesting verification / data updates from all agencies with data currently in CASM.

        ▪ A new CASM template and separate guidance document have been placed on the PSIC website: http://www.azpsic.gov/library/casm/.

    o An Arizona specific CASM User Account Request / Approval Form (for CAM Only Access) is available on the PSIC Website: http://www.azpsic.gov/library/casm/.

    o The Arizona Central Region (Phoenix UASI) TICP Update & ACR-FOG Development – The TICP update and the ACR-FOG are nearly complete and just need some statewide assets included and some local jurisdiction edits. Options for publication of the ACR-FOG are being reviewed.

- o PSIC recently awarded an RFQ for TICP / SCMP Facilitation services. PSIC will be working with counties in the North and South RAC to facilitate their Goal Two Gap Closure projects, including TICP (Apache, Navajo, Santa Cruz) and SCMP (North RAC) development.

- National Broadband Monitoring:

  - o The PSCC was briefed on the state of the NPSBN at today's meeting (see presentation for details).

    - The FirstNet Board members have been appointed and the National Telecommunications and Information Administration (NTIA) has released preliminary guidance for the $135M national-level State and Local Implementation Grant Program.

    - PSIC is garnering input and advice from PSCC, SIEC, Digital Arizona (ADOA-ASET), 9-1-1 Office (ADOA-ASET), DPS, AZDOHS and stakeholders statewide, in other states & at the Federal level in researching and developing recommendations.

    - PSIC and the AZPSBN workgroup are developing a plan to educate and gain input from statewide stakeholders which is aligned with the guidance just received from NTIA.

    - PSIC and ADOA-ASET in conjunction with the PSCC, have taken the lead in developing public safety broadband strategy and recommendations for the Governor's Office.

    - PSIC is serving as the central point of contact for Arizona to ensure that all interested parties get uniform and consistent information about our processes and plans and that we become aware of all interested parties. We have had extensive interaction with vendors as we both go through the learning process about how this NPSBN program will evolve.

  - o PSIC attended the Public Safety Broadband National Public Safety Telecommunications Council (NPSTC) Public Safety Communications Research (PSCR) working group meetings in Boulder, CO, August 7-9 and the NPSTC Quarterly meeting in Salt Lake City, UT, September 6-7.

  - o PSIC contribution to the NPSTC "Priority and Quality of Service" and the "Local Control" Working Groups is coming to a close, because the documents have been finalized and published on the NPSTC website. PSIC is working on the NPSTC Statement of Requirements documentation which will establish the Public Safety requirements for Firstnet

  - o Utilities Telecommunications Council (UTC) Region 10 Broadband Panel
    Tempe - October 3, 2012 – 1 PM to 5 PM

    Arizona's PSIC Office has been invited to participate on a panel session during a Utilities Telecommunications Council (UTC) workshop to discuss the FirstNet RFP process and the build-out of the PSBN. The panel discussion will discuss possible infrastructure/spectrum sharing options and to see if utilities could work as potential partners in the construction, maintenance and operation of the network. In addition to that panel, they plan to have panels on technical interoperability and sharing and governance issues, as well. Other speakers may include representatives from the NIST PSCR, manufacturers and utilities, as well as representatives from public safety. Additional information will be provided as the event plans are finalized.

  - o For more information on Broadband issues, contact Michael Britt at Michael.Britt@azdoa.gov.

SOPs (SCIP Initiative #4)

- Land Mobile Radio Minimum Equipment Standards Update – The PSIC Office, in cooperation with the Interoperability Channels Plan working group, updated the standards, which had not been reviewed since January 2007. The draft Standard was presented for approval at the SIEC meeting on August 14, 2012 (see presentation for details). The Standard was approved by the SIEC and is an approval item for the PSCC today. Once approved it will be posted on the PSIC website at: http://www.azpsic.gov/library/standards.

- National Incident Management System Communications Unit (NIMS-CU) Workgroup Policies and Procedures Updates:

  - o Under the direction of the SIEC, the Arizona Regional All-Hazards Communications Unit Recognition Procedure was be developed as an expansion of the COML Recognition Procedure to maintain the successful approach and processes that have already been developed.

  - o The NIMS-CU Workgroup held an Annual Meeting on June 26, 2012, to review and revise all policies and procedures related to the AZ Regional All-Hazards Communications Unit Recognition Program. They

presented their recommended revisions for approval to the SIEC at their meeting on August 14, 2012 ([see presentation for details](#)).

- o Recommended revisions to the Recognition Procedure were also presented to the PSCC for approval today ([see presentation for details](#)).

- Regional Communications Systems Connection (RCSC) Project Status:

  - o Executive summary and technical timeline – complete

  - o Multi-agency IGA – RWC, TRWC, DPS and YRCS have approved the IGA. Maricopa County and PC-WIN can sign on as they become operational with their new Regional Systems.

  - o Operational Supplement - complete

  - o Multi-agency SOP – complete but may need to be re-visited/finalized once the build-out is complete.

  - o Pilot test with DPS and YRCS – complete and successful

  - o Deployment Schedule – being developed in conjunction with Thompson Peak build out

Technology (SCIP Initiatives #5 - 9)

- Narrowbanding: As of September 13, 2012, 85.7% of Arizona transmitter licenses have been modified to be Narrowband only or Narrowband & Wideband. Currently, 14.3% of licenses (877 transmitters) are wideband only - 1.3% decrease since July 15.

  - o To aid communities in monitoring the progress of narrowbanding efforts in their area, the U.S. Department of Homeland Security Office of Emergency Communications (OEC) released a Narrowband status reporting tool, the Narrowband Summary Tracker, to go along with the Narrowband License Status Tool. Both tools are available online at: http://publicsafetytools.info/narrowband/start_narrowband.php

  - o The Association of Public-Safety Communications Officials (APCO) and the Federal Communications Commission (FCC) presented a Narrowbanding Webcast on June 5, 2012. The event is currently available for on-demand viewing at: http://w.on24.com/r.htm?e=456078&s=1&k=E2650441D63D5F5C13512A944D5A29BE.

- AIRS (Initiative #5): AIRS Improvement and Sustainability Plan:

  - o Although the AIRS build-out is complete, agencies that desire additional coverage in their region may purchase and install equipment to expand the current AIRS system. The AIRS Improvement and Sustainability Plan, which establishes requirements for the integration of locally procured AIRS site communications infrastructure into the AIRS system in order to improve the overall coverage area, was presented at the SIEC meeting on August 14, 2012 ([see presentation for details](#)).

  - o The Draft Arizona Interagency Radio System (AIRS) Improvement & Sustainability Plan will be posted on the PSIC website for Public Review for two weeks and associated feedback will be presented at the next SIEC meeting for possible approval of the plan.

  - o For more information, contact Karen Allen at Karen.Allen@azdoa.gov.

- Support of Regional Communication Systems (Initiative #6) – YRCS BIDP:

  - o A request for technical assistance to update the Yuma countywide TICP was approved by OEC in January. The full-day TICP update was held on June 6, 2012, and the updated document was approved by the YRCS Council in August.

  - o Additional technical assistance has been requested for: development of a Tactical Interoperable Field Operations Guide (TICFOG), which will include material from the updated approved TICP.

  - o Technical assistance was also requested for delivery of an All-Hazards COML training course, but OEC was not be able to support the request, due to the limited availability of BIDP assistance resources.

  - o For more information contact Stephen Holland, Assistant IT Director of Telecommunications with the City of Yuma at Stephen.Holland@yumaaz.gov.

- State Agency Operability in support of Interoperability (Initiative #9) – The RICO Project is progressing:

  - o Five of six sites have been activated. Access remains a challenge for the final site.

  - o A Memorandum of Understanding (MOU) and a draft Standard Operating Procedure (SOP) for identified agencies to utilize the System-Wide Calling Channel have been developed.

o   Letters of interest have been sent out to those agencies with an invitation to sign the MOU, accept/install the free equipment, assist in finalizing the SOP and begin usage of the System-Wide Calling Channels. Initial conference calls were held on August 9th and 14th with invited agencies.

Training & Exercise *(SCIP Initiatives #10 & 11)*

- OEC posted three new OEC-developed computer-based training modules as well as a link to the Online Suspicious Activity Reporting (SAR) Training provided by the National Criminal Intelligence Resource Center (NCIRC.gov) online at http://www.publicsafetytools.info/training/start_training.php. The computer-based training was developed in an effort to make technical assistance services available to a broader audience at a much reduced cost per student. We encourage stakeholders to share this information and incorporate the offerings into ongoing agency training programs. Additional information on these and other communications related trainings can be found on the PSIC website at: http://www.azpsic.gov/initiatives/training/default.htm.

    The offerings are:

    o   **Public Safety Communications Focused Project Management**: To educate members of the public safety community on basic public safety project management principles in order to successfully execute their duties as a project manager/project coordinator.

    o   **Communications Unit (COMU) Awareness**: To provide an overview of the Communications Unit within the ICS structure. The training discusses the:

        - ICS model as it applies to expansion and delegation

        - Necessity for communications support in incident management

        - Organizational components and structure of the COMU

        - Availability of trained personnel and how to obtain COMU training

    o   **Auxiliary Communicator (AUXCOMM) Awareness**: To confirm knowledge of responsibilities, roles, and functions within the Communications Unit, as well as roles and function of the AEC. The training will:

        - Identify positions within the COMU

        - Describe responsibilities of positions within the COMU, including AEC volunteers

        - Describe the planning cycle

        - Identify other agencies/organizations responsible for coordination and providing assets

        - Describe the functions of an Emergency Operations Center (EOC)

    o   **The Online Suspicious Activity Reporting (SAR) Training provided by NCIRC.gov**: The Nationwide SAR Initiative (NSI) training strategy is a multifaceted approach designed to increase the effectiveness of state, local, and tribal law enforcement and public safety professionals and other frontline partners in identifying, reporting, evaluating, and sharing pre-incident terrorism indicators to prevent acts of terrorism. To increase the effectiveness of this multifaceted approach, the NSI has developed training programs for frontline officers and hometown security partners regarding documented and verified behaviors and indicators that, when viewed in the totality of circumstances, may indicate terrorism-related criminal activity. Both the SAR Line Officer Training and each sector-specific SAR Hometown Security Partners Training discuss how to report identified suspicious activity to the proper authorities while maintaining the protection of citizens' privacy, civil rights, and civil liberties.

- AIRS Training Materials – DVDs, stickers, and training curriculum are available upon request. The training program is also available online at: http://www.azpsic.gov/library/airs/.

- Communications Unit Leader (COML) Credentialing Webinars:

    o   OEC, in collaboration with the National Council of Statewide Interoperability Coordinators (NCSWIC), has identified best practice models for state COML Recognition Programs and they have begun scheduling and hosting best practice webinars featuring varying approaches to help SWICs gain a better understanding of how COMLs are becoming credentialed in other areas of the country in order to create or improve their own State processes.

    o   The interactive Certification Recognition / Best Practices webinar featuring Arizona was presented on July 31, 2012. The SWIC provided an overview of the State's COML recognition program that included:

        - Review of the certification process in AZ

- ▪ Discussion of the challenges associated with managing a COML certification recognition program
- ▪ Recommendations for other states to consider as they develop their COML certification recognition programs
- Arizona Regional All-Hazards Communications Unit Recognition:
  - ○ Annual review and revisions to the Recognition Program policies and procedures are complete (see SOPs [SCIP Initiative #4] above).
  - ○ As of August 2012 there are 18 recognized COMLs from 5 counties. The NIMS-CU Workgroup report to the SIEC (attached to the PSIC Projects Updates Document provided on August 14) noted three individuals who were recognized and added to the Communications Unit Resource List (online at: www.azpsic.gov\library\coml).
- COML / COMT Training – Future COML and COMT courses are being planned according to funding availability:
  - ○ A COML training course has been scheduled in Yuma (see Key Upcoming Events above).
- COML Field Day – Planning continues for a Training Field Day to provide additional training to interested COML candidates. The Field Day was postponed to a date later this year due to procurement delays, as well as weather and wildland fire season. For more information contact Suesan Nordman at Suesan.Nordman@azdoa.gov.

Usage & Outreach *(SCIP Initiative #12)*

- Environmental and Historic Preservation Compliance for Public Safety Communications Facilities Workshop –The Workshop, which was held on Tuesday, September 4, 2012, was attended by 54 participants from agencies throughout Arizona. The workshop provided guidance for compliance with policies and procedures of the Federal Communications Commission (FCC), U.S. Department of Homeland Security (DHS) and the Arizona State Historic Preservation Office (SHPO) when constructing communications facilities.
- PSIC Office staff attended the 78th Annual APCO conference in Minneapolis, MN, Aug 20-26. PSIC staff attended numerous presentations and workshops at this conference focusing on Communications Unit Training and Broadband related workshops. Additional conference information and materials are available online at http://apco2012.org/.

Recent Activities

July 17 – Southwest Border Communications Working Group Meeting (San Antonio, TX)
July 17 - 20 – Annual Law Enforcement Pow Wow (Flagstaff)
July 24 - 25 – AESA 2012 Annual Conference (Chandler)
August 7 - 8 – Arizona Ambulance Association Preconference and General Membership Meeting (Prescott)
August 7 - 9 – PSCR SoR Meeting (Boulder, CO) – MB
August 14 – SIEC Meeting (Phoenix)
August 16 – ADHS/ADEM Training and Exercise Plan Workshop (Phoenix)
August 19 - 22 – APCO International 78th Annual Conference & Expo (Minneapolis, MN)
August 20 – East RAC Meeting (Teleconference)
August 23 – Central RAC Meeting (Teleconference)
August 27 – West RAC Meeting (Teleconference)
August 29 – South RAC Meeting (Tucson)
August 30 – North RAC Meeting (Teleconference)
September 3 – State Holiday (Labor Day)
September 4 – Environmental and Historic Preservation Compliance for Public Safety Communications Facilities Workshop (Phoenix)
September 6 - 7 – NPSTC Quarterly Meeting (Salt Lake City, UT)
September 11 – NGA - Governors' Public Safety Broadband Contacts Conference Call
September 12 – 2012 COOP/COG Statewide Exercise (Phoenix)
September 12 – Tucson UASI Meeting (Tucson)
September 17 – AZDOHS Senior Advisory Council Meeting (Phoenix)
September 18 – PSCC Meeting (Tucson)

Upcoming Key Dates

September 19 – Arizona Technology Summit (Phoenix)
October 3 – Utilities Telecomm Council Region 10 Panel (Tempe)
October 8 – State Holiday (Columbus Day)
October 9 – SIEC Meeting (Phoenix)
October 17 – Southwest Border Communications Working Group Meeting (Santa Fe, NM)
October 31 – SCIP Implementation Report due to OEC
November 12 – State Holiday (Veterans' Day)
November 13 – PSCC Meeting (Phoenix)
November 14 – Tucson UASI Meeting (Tucson)
November 14 - 15 – SAFECOM / NCSWIC / NENA Conference (LOCATION TBD)
November 22 – State Holiday (Thanksgiving)

Next SIEC Meeting – October 9th (10 AM to 12 PM)
ADOA 3rd Floor Conference Room - 100 N. 15th Avenue; Phoenix, AZ 85007

Next PSCC Meeting – November 13th (1 to 3 PM)
ADOA 3rd Floor Conference Room - 100 N. 15th Avenue; Phoenix, AZ 85007